

Appendix I

At OIT's inception, many agencies were reluctant to hand over their IT reins to another organization. In order to ensure that **agency information technology needs are met**, the New Hampshire Information Technology Council (IT Council) now advises OIT and engages state leadership.

While the State has never wanted to be an implementer of immature 'bleeding-edge' technology, it has nonetheless **used technology for innovative solutions**. The Vital Records, DOE Food and Nutrition Program and Department of State UCC filings are trailblazers in their respective business areas.

The IT community as a whole has learned the need to involve its stakeholders in IT decision-making. The goal of **better communication with municipalities, businesses and citizens** has been realized through a variety of advisory committees, application steering committees and online feedback mechanisms.

Table 1, OIT Accomplishments SFY 2004-2005

FY 04-07 SSITP Goal	SSITP Objective	Accomplishments	Unfinished Business
Build a World Class Information Technology Organization	IT Team – create a unified IT organization	<ul style="list-style-type: none"> Consolidated Agency IT resources under OIT Created an enterprise Project Integration Bureau to promote project success and resource optimization Completed 16,064 work requests in FY 2005. 	<ul style="list-style-type: none"> Continue identifying and implementing an enterprise IT architecture.
	IT Staff Members – maintain a well-trained and motivated staff with avenues for personal and professional growth.	<ul style="list-style-type: none"> Greater coordination of efforts, cross-training and depth in expertise in researching and implementing IT solutions; Formed a Developer User Group; Hosted project management training and a seminar regarding learning how to get and keep control of projects, competing priorities and deadlines; and Created an OIT Employee Advisory Board. 	<ul style="list-style-type: none"> Continue to build a training plan and base for OIT personnel.
Centralized Common IT Services and Solutions	Provide utility-like common services to all state employees.	<ul style="list-style-type: none"> Enterprise implementation of IronMail to capture SPAM e-mails daily ~70% volumn SPAM related Centralized Help Desk taking ~2,200 calls per month. 	
	Align similar agency needs and deliver integrated functional solutions.	<ul style="list-style-type: none"> Consolidated and centralized FileNET document imaging and content management services for the DAS, DES, DOJ, NHES and PUC. 	<ul style="list-style-type: none"> Implement FileNET solution within Agencies that have identified document management business needs.

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e-Government Solutions	User friendly web-based integrated solutions	<ul style="list-style-type: none"> Established state design and branding requirement that focus on usability and accessibility. 	
	Focus on state government, business, citizen and employee based solutions	<ul style="list-style-type: none"> Enterprise e- licensing solution implemented Secretary of State - online Uniform Commercial Code and Business Entity Registrations Bureau of Vital Records - first-in-the nation web-enabled application that provides municipalities, hospitals, and funeral directors direct 24X7 access to vital records. Agency projects responsible for providing and/or moving 196 municipalities to high-speed Internet access. 	<ul style="list-style-type: none"> 54 e-Government projects have been identified for the next biennium; There are presently four more agencies awaiting implementation on the professional licensing system; The Public Health Laboratory is interested in the ChemWare Laboratory Information Management System (LIMS); and There are a number of agencies planning to provide their agency specific information into the Granite GIS database.
Emergency Preparedness	Disaster recovery solutions	<ul style="list-style-type: none"> Build a network operations center where over 150 circuits and 400 routers, switches, servers and firewalls are monitored A new wireless high-speed video infrastructure installed in Concord 	<ul style="list-style-type: none"> 2 projects and 7 Agency Strategic Business Issues related to disaster recovery were included in the Agency IT Plans.
	Responsiveness to management for business continuity	<ul style="list-style-type: none"> Through standardization and consolidation of application servers, the State is better poised for business continuity 	<ul style="list-style-type: none"> Continue to evaluate the potential for the new operational center as a tape storage facility and as a mini "hot site".

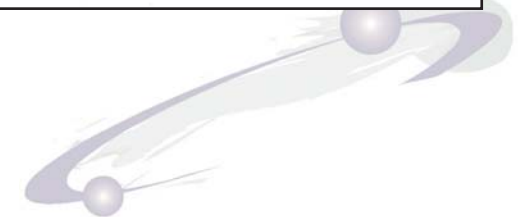


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Exceptional Information Technology Customer Service	Service delivery methodology and quality tracking metrics	<ul style="list-style-type: none"> Improved budgeting and acquisitions have been realized. 	<ul style="list-style-type: none"> OIT has not standardized on project tracking metrics. Complete plan and make recommendations for support of smaller agencies.
	Software development and design methodology	<ul style="list-style-type: none"> A System Development Methodology has been developed and documented; and Produced Best Practice guideline to keep OIT management and customers informed regarding critical tasks, project timeframes and status. 	
Information Technology Budget and Expenditure Tracking	Reduce costs, manage spending, and track return on investment	<ul style="list-style-type: none"> Standardization of IT purchasing, including OIT approval using \$250 Tool and IT Request Form; and Leveraged bulk purchases reducing cost of servers and licenses. 	<ul style="list-style-type: none"> A standardized ROI methodology is in draft form.
	Consistent IT procurement, leverage buying power of the state	<ul style="list-style-type: none"> Standardized IT contracting process, including templates, terms and conditions, and approval; Purchased group licenses for Ghost with a cost saving of ~\$19/license and McAfee Antivirus with a cost savings of ~\$8+/license. 	
Information Technology Operational Effectiveness	Limiting agency redundancies	<ul style="list-style-type: none"> Developed hardware and software product standards; Aligned similar agency needs and delivered integrated solutions by reviewing project concepts before procurement; and Converted separate agency infrastructures into a central architecture; 	<ul style="list-style-type: none"> 112 projects related to Infrastructure Improvements, Business Applications Operations/Support, Hardware Procurements, Software Procurements have been identified for the current biennium.
	Maximize vendor relationships	<ul style="list-style-type: none"> Negotiated volume discounts with vendors for lower costs or better terms. 	

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Meet or Exceed Agency Information Technology Needs	IT that enables agency business requirements and solutions	<ul style="list-style-type: none"> Through the IT Council and the recent budgeting process, we have engaged State Leadership in the process of IT planning. 	<ul style="list-style-type: none"> 134 projects have been identified for the current biennium under the theme of business process improvement.
	IT organization that is tightly integrated with agencies	<ul style="list-style-type: none"> IT Leaders ensure that OIT is tightly integrated with the agencies; OIT coordinates contract renewals and software licensing. 	<ul style="list-style-type: none"> Establish and define effective agency control over applications support personnel; OIT needs to explore additional mechanisms to improve communication and coordination with the agencies it serves.
Research New Applications and Technologies	Deliver innovative technology solutions	<ul style="list-style-type: none"> The Bureau of Vital Records has converted the first-in-the nation centralized database to a web-enabled application. 	<ul style="list-style-type: none"> 8 “transform state management” projects have been identified for the current biennium.
	Increase efficiency by using technology	<ul style="list-style-type: none"> The DOE Food and Nutrition program has web services on-line for reduced lunch reimbursements serving small businesses. Reimbursement times of 6 weeks are now reduced to 3 days. Processing of UCC filings is done within 48 hours of receipt with the aid of highly integrated technologies. Processing of annual reports went from an average of 6 weeks to instantaneous. The DHHS Child Support Division utilizes an Integrated Voice Response (IVR) System to provide telephonic support 24X7 for more than 45,000 phone calls a month. 	



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State Government Communication and Connection	Open communication with municipal government	<ul style="list-style-type: none"> • Municipal and county government represented on the IT Council • Bureau of Vital Records Advisory Committee with representatives from the municipalities, hospitals, and funeral homes • DOS's, J-ONE and MAAP fosters planning and communications with the municipalities and counties • DOE's Special Education project and Educator Information System involve local education officials in business requirements • E-911 continued its mapping project of the state and completed 76 municipalities, providing GIS data available to all municipalities. • Centralized Voter registration application system as part of the Help America Vote Act. 	
Strategic Information Technology Plan	Each agency to maintain a Strategic Information Technology Plan (SITP)	<ul style="list-style-type: none"> • Agencies have submitted strategic IT plans for 5 successive bienniums. • This is the third Statewide Strategic IT Plan. 	
	Publish an SSITP which highlights technology direction (updated annually)		<ul style="list-style-type: none"> • Annual updates not yet adopted.

